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4-2-01
March 31, 2001

Docket No.: M-11405 US

A
10971 U.S. PTO
09/823770
03/31/01

Box Patent Application
Commissioner For Patents
Washington, D. C. 20231

Enclosed herewith for filing is a patent application, as follows:

Inventor(s): Anil K. Annadata, Wai H. Pak, Mingtse Chen

Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing

X Return Receipt Postcard
X This Transmittal Letter (in duplicate)
65 page(s) Specification (not including claims)
5 page(s) Claims
1 page Abstract
41 Sheet(s) of Drawings
2 page(s) Declaration For Patent Application and Power of Attorney (unsigned)
1 Nonpublication Request

☐ Applicant(s) assert(s) entitlement to small entity status for the attached patent application

CLAIMS AS FILED

For	Number Filed		Number Extra		Rate		Basic Fee
Total Claims	32	-20 =	12	x	\$ 18.00	=	\$ 216.00
Independent Claims	3	-3 =	0	x	\$80	=	\$ 0.00
<input type="checkbox"/>	Fee of _____ for the first filing of one or more multiple dependent claims per application						\$
<input type="checkbox"/>	Fee for Request for Extension of Time						\$

Please make the following charges to Deposit Account 19-2386:

- ☒ Total fee for filing the patent application in the amount of \$ 926.00
☒ The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account 19-2386.

EXPRESS MAIL LABEL NO:

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Respectfully submitted,

Mary Jo Bertani

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MODIFIED PTO/SB/35 (11-00)

REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)	Inventors	Anil K. Annadata, Wai H. Pak, Mingtse Chen
	Title	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing
	Atty Docket Number	M-11405 US

1c971 U.S. PTO
09/823770
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I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

March 31, 2001
Date

Mary Jo Bertani
Mary Jo Bertani
Attorney for Applicants
Reg. No.: 42,321

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**